



State of Utah

Product Description

Product Number: 4502.8.15

NODE2.0

Effective Date: July 1, 2014
Revision Date:
Product Owner: Department of Environmental Quality
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The NODE is a set of web services that transfers data from one NODE to another NODE in the form of XML data. The Utah NODE is a third party application that is used currently to send data from various Utah State agencies to EPA databases.

At this time the Department of Environmental Quality utilizes the NODE to flow the following data to EPA Central Data Exchange (CDX):

- WQX (Water Quality eXchange),
- SDWIS (Safe Drinking Water Information System),
- UIC (Underground Injection Control),
- EIS (Emissions Inventory System), and
- TRI (Toxics Release Inventory).

The flows are built based upon stated Schema Specifications from the EPA. Each State work group/division has to go through an EPA Change Request procedure to request any changes or report any bugs to a current Schema.

The hours of support required for NODE2.0 are listed below.

Application	Support Hours	Days of Week
NODE2.0 (includes various data flow plug-ins.)	Application Support 7:00 am - 5:30 pm Best effort after hours and on weekends	Monday - Friday
	Hosting, Security and WAN Network support - 24 x 7.	Sunday - Saturday

Product Features and Descriptions

Feature	Description
Data management	The NODE holds data in a temporary data storage until the data is requested to be pushed to, or pulled by, the receiving NODE. Various functions of the NODE include querying data from various databases, formatting it into XML, bundling it into a secure package, sending the data, receiving data, un-packaging it, storing it, and inserting it into various databases. The NODE also validates secure connections to other NODES and pings those connections to make sure they are active. AT the current time, all the flows with exception of TRI are outgoing only. TRI is only incoming.
DTS administration	Due to the nature of the NODE programs, at this time it is only administered by DTS or vendor staff. Current contract states that the vendor will provide DTS staff the training required to administer and maintain the NODE.

Features Not Included

Feature	Explanation
User Training	At this time there is no training on the NODE administration or maintenance. Training on the use of the NODE is provided at a high level at the National Exchange Network Annual Conference.
Application Help Desk	Problems with the NODE connections or failed flows are directed to the CDX helpdesk at the EPA.

Rates and Billing

Feature	Description	Base Rate
Application Maintenance by DTS Staff	All hours reported as time worked each pay period, including overtime and on-call, except for hours tagged as "Admin".	Refer to DTS Rate for Application Maintenance
Contract Staff	Supplemental staff hired from the private sector assigned to DEQ.	Actual cost

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Hosting Services	DTS Hosting Services involves the management of servers, storage, and backup/restore services for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server, and application server software. The customer is responsible for the costs of securing proprietary software, application server software, database software, and for software maintenance.	Refer to DTS Rate for Hosting Support
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Ordering and Provisioning

DEQ will determine what work is actually performed using the priority process applicable to each business unit or group. DTS support personnel report application bugs and desired enhancements verbally or via email to the vendor.

DTS Responsibilities

DTS will provide hosting and configuration support. Vendor provides fixes to application based upon their maintenance agreement with DEQ/DTS.

Work with the vendor to select the technologies used for each application and the best method for applying those technologies to meet the agency's needs.

Work with the vendor to identify technical requirements and ensure resources are available. Ensure potential expenditures are identified early in the release process.

Inform the Change Management Committee of EPA changes in technology requirements.

Work with vendor to prepare and implement application/modifications.

Report any changes to Schemas or NODE to appropriate DEQ Divisions. It is their responsibility to fund any work done to the NODE or plug-ins for the various flows.

Agency Responsibilities

Follow applicable EPA Schema Change Request procedure for filing desired changes/modifications to Schema Specifications.

Report any changes to Schemas or NODE to appropriate DTS staff or vendor. It is the responsibility of the Division to fund any work done to the NODE or plug-ins for the various flows.

DTS Service Levels and Metrics

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In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
NODE2.0 (7am-5:30pm, Mon-Fri) *includes its various data flow plug-ins.	99%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%

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High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction(v. dissatisfaction)	93% of respondents satisfied